

# Request for a Change of Worker

Rhode Island Department of Children, Youth and Families

**Policy: 100.0060**

*Effective Date: October 8, 1984:      Version: 1*

The Department is responsible to promote, safeguard, and protect the social well-being and development of children of the State through a comprehensive program in accordance with Rhode Island Law 42-72-2.

Department policy defines the progression of the plan for a child and family throughout the course of their involvement with the Department. In order to maintain the agency's standards for service delivery, cases must flow through the appropriate divisions in a timely manner. Cases are assigned according to the needs and geographical location of the family and assignment is made in accordance with caseload agreements.

The reassignment or continuance of agency staff is rare and shall only occur when it is apparent that the worker/client relationship is an impediment to the achievement of the case plan goal and it is in the best interests of the child.

It is the responsibility of the Department to inform all prospective clients, persons receiving service, and service providers of the right to an agency appeal and, if there is dissatisfaction with the agency decision, of the subsequent right of appeal to the Family Court. At the time that a case is opened to the Department, the client will be provided with a copy of the Notification of Right to Appeal.

DCYF employees shall perform assigned duties in accordance with written policy and procedure. If in the course of the provision of service a request is made for a change of worker, the complainant should be referred to the [Policy 100.0055 Complaints and Hearings](#) .

## **Related Procedures**

[Requesting a Change of Worker](#)

## Requesting a Change of Worker

### **Procedure From Policy 100.0060: Requesting a Change of Worker**

- A. If a request for a change of worker is made by a client or service provider based on the worker's performance, the procedure outlined in **Policy 100.0055 Complaints and Hearings**, will be followed.
  - 1. If a request is made to the worker, supervisor, or other DCYF staff, the complainant is informed of the procedures. (The worker can provide the complainant with a copy of the DCYF #082 - Notification of Right to Appeal).
  - 2. If a request is made by the Court, DCYF Legal Counsel shall inform the Court that written Department policy exists to resolve this issue prior to involving the Family Court. The attorney and/or worker can inform the complainant of the procedure.
- B. The worker should attempt to resolve issue of dissatisfaction with the complainant:
  - 1. The worker shall confer with his/her supervisor regarding the issue of client dissatisfaction to gain the supervisor's perspective of the situation. Every attempt should be made to resolve the issue at this level.
  - 2. If the supervisor and/or worker believes that the reassignment of the case would be beneficial to the client, the supervisor confers with the Unit Administrator and the case may be reassigned within the Supervisory Unit with the approval of the Unit Administrator.
  - 3. If the matter cannot be resolved and the complainant continues to request a change of worker, the worker informs the complainant of his/her right to a hearing before a Supervisory Hearing Panel.
- C. Supervisory Hearing Panel
  - 1. Procedures outlined for Complaints and Hearings are followed.
  - 2. The supervisor conducts the hearing and renders a decision in accordance with Department policy. If the decision is unsatisfactory to the complainant, the supervisor informs the complainant of his/her right to a hearing before a Divisional Hearing Panel.
- D. Divisional Hearing Panel
  - 1. Procedures outlined for Complaints and Hearings, are followed.
  - 2. If the problem is not resolved at this level, a request for hearing before the Department Hearing Officer is made by the client filing DCYF #016, Formal Request for Hearing, within 10 working days following receipt of the Divisional Hearing Panel decision.
- E. Formal Hearing
  - 1. Procedures outlined for Complaints and Hearings, are followed.
  - 2. If the complainant is dissatisfied with the final decision, he/she shall be informed of the right to judicial review.